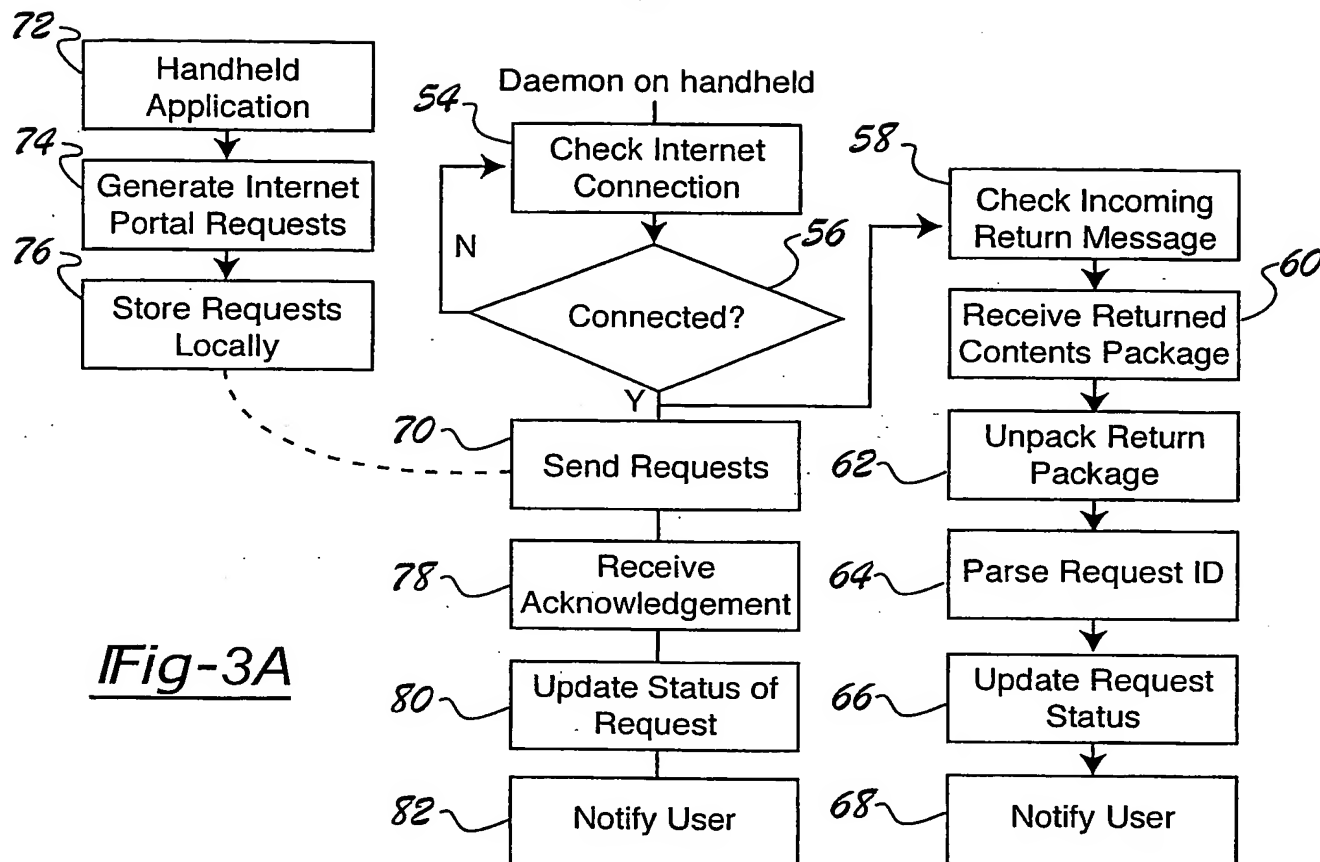
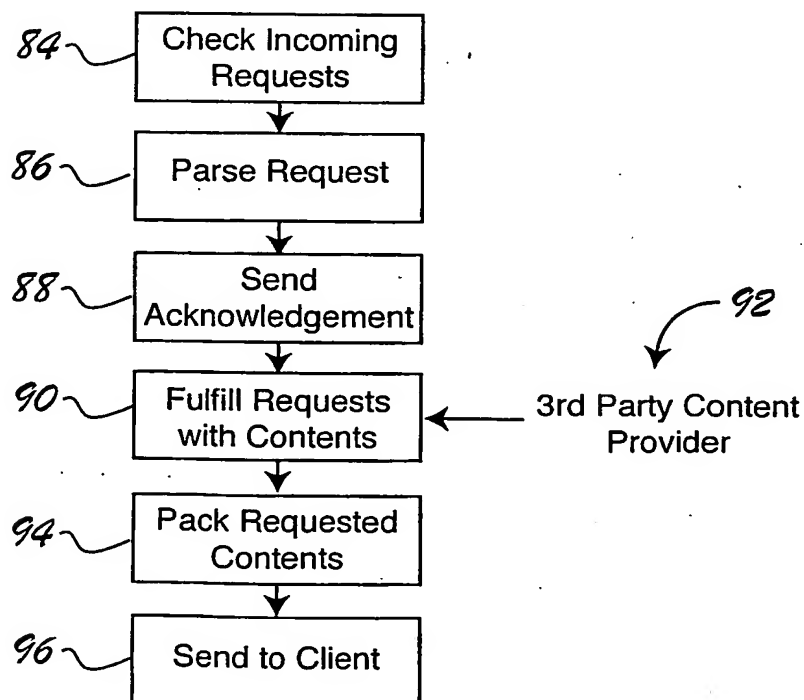


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**Fig-3B**

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```
- <request id="D4867" type="download" subtype="cd" date="2002-02-22"
  time="14:30:58">
  <uri value="7684D.jar" />
- <customer>
  <id>HH-0231-03</id>
  <name>John Smith</name>
  <email>jsmith@bol.com</email>
</customer>
</request>
```

**Fig-4A**

```
- <request id="M18653" type="download" subtype="movie" date="2002-02-29"
  time="16:05:08">
  <uri value="35681M.jar" />
- <customer>
  <id>HH-0237-03</id>
  <name>John Danies</name>
  <email>danies@bol.com</email>
</customer>
</request>
```

**Fig-4B**

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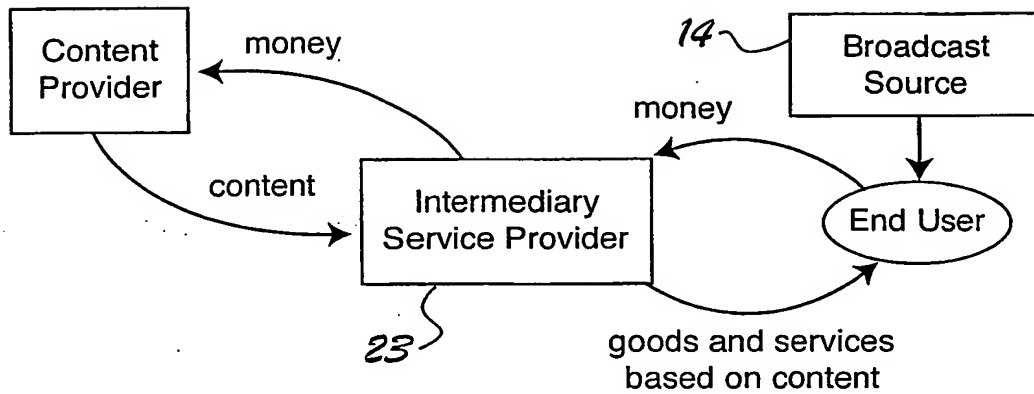
```
- <request id="E632833" type="epg" date="2002-09-27" time="16:33:32">
  <uri value="epg.jar" />
- <epg>
  <channel>sports, music, 17, 32</channel>
</epg>
- <customer>
  <id>HH-0231-03</id>
  <name>John Larry</name>
  <email>Larry@bol.com</email>
</customer>
</request>
```

### Fig-4C

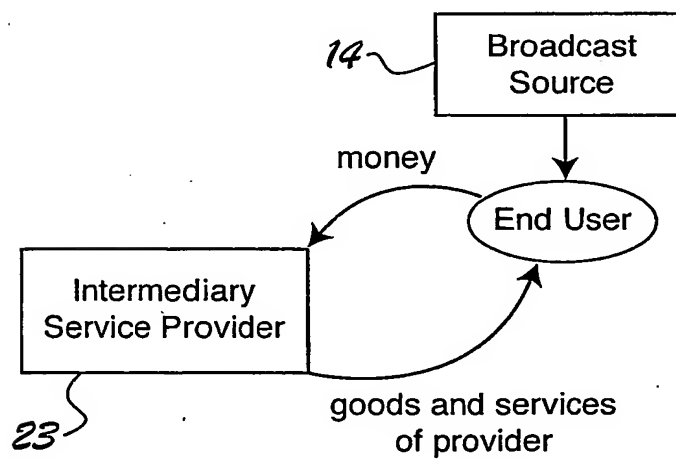
```
- <request id="C04562" type="order" date="2002-02-22" time="14:45:08">
  <uri value="order.jar" />
  - <billtype="credit card">
    - <card>
      <number>524276870909</number>
      <expire>2003-10</expire>
      <name>John Smith</name>
      <address>2 Research Way, 3rd Floor Princeton, NJ 08540</address>
      <telephone>(609)734-7340</telephone>
    </card>
    - <shipping>
      <name>Tim Smith</name>
      <address>1011 Palm Square Princeton, NJ 08544</address>
      <telephone>(609)347-3470</telephone>
    </shipping>
  </bill>
  - <customer>
    <id>HH-0231-03</id>
    <name>John Smith</name>
    <email>jsmith@bol.com</email>
  </customer>
</request>
```

### Fig-4D

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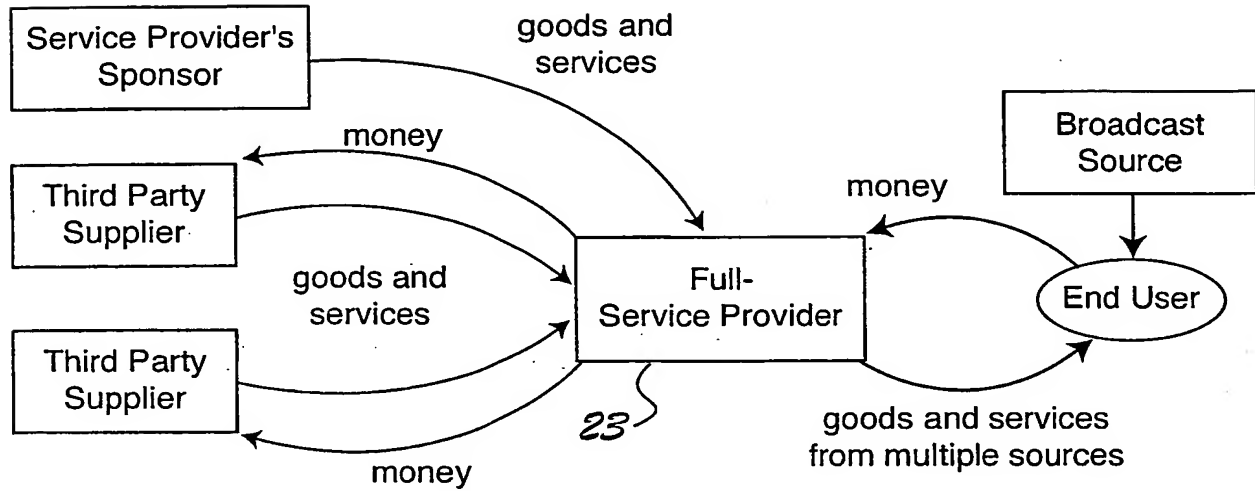
Content Provider Model

Fig- 5

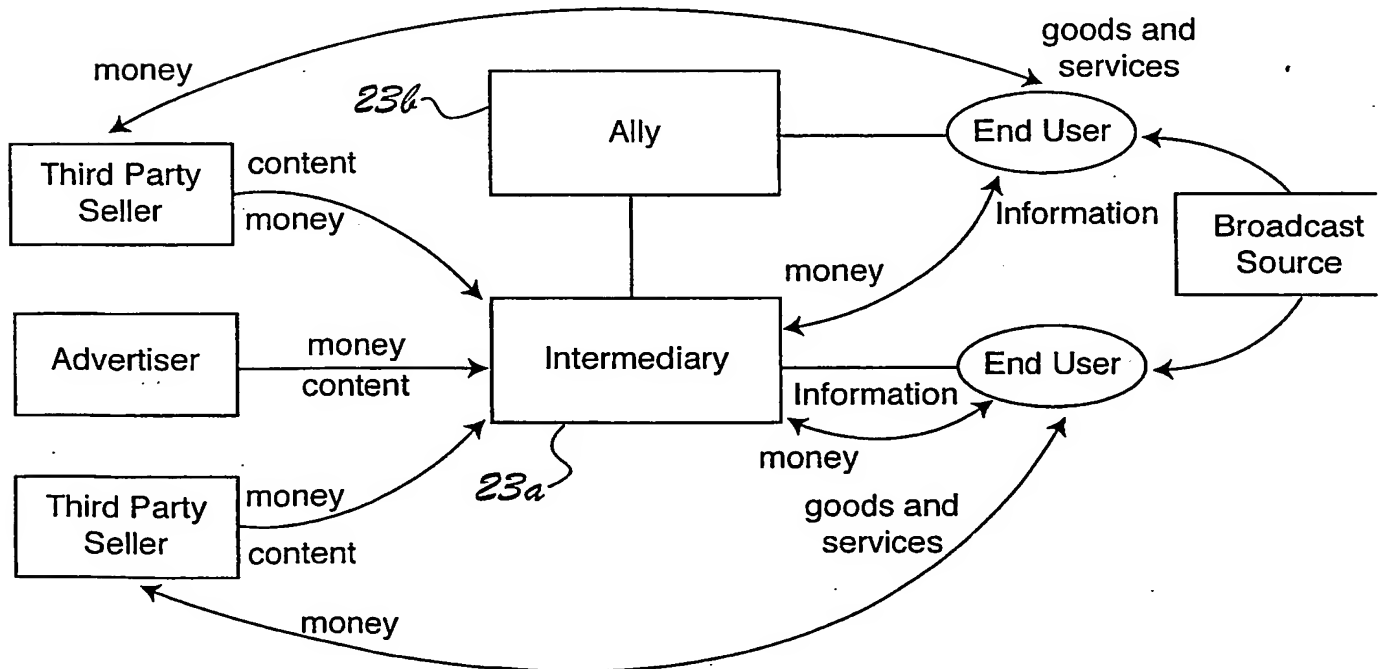
Direct-To-Customer Model

Fig- 6

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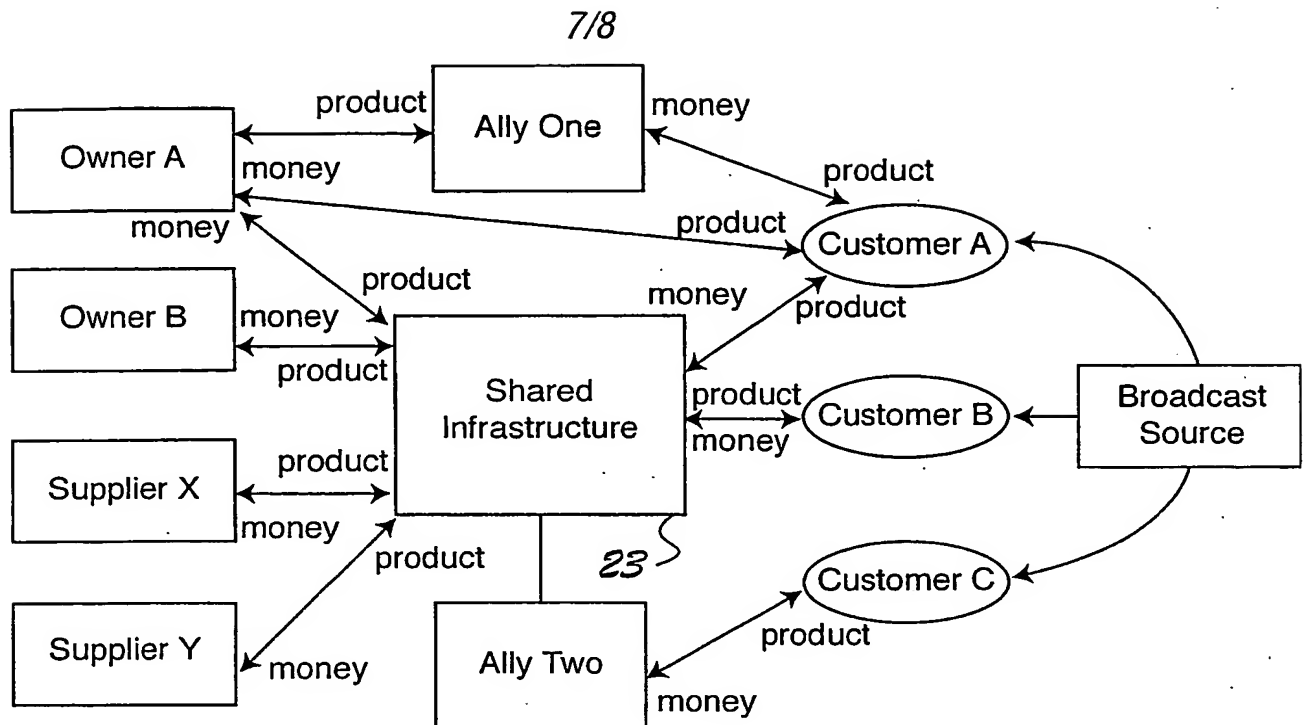


Full-Service Provider Model

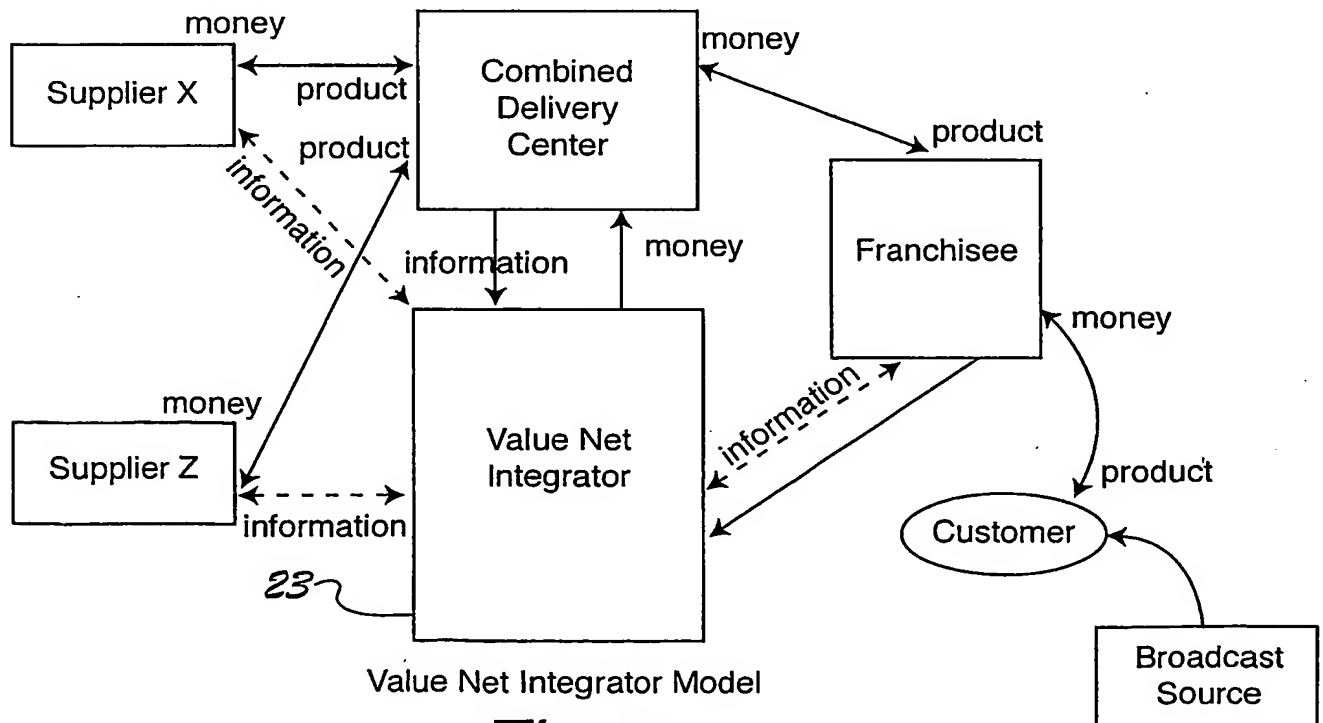
Fig- 7

Intermediary Model

Fig- 8



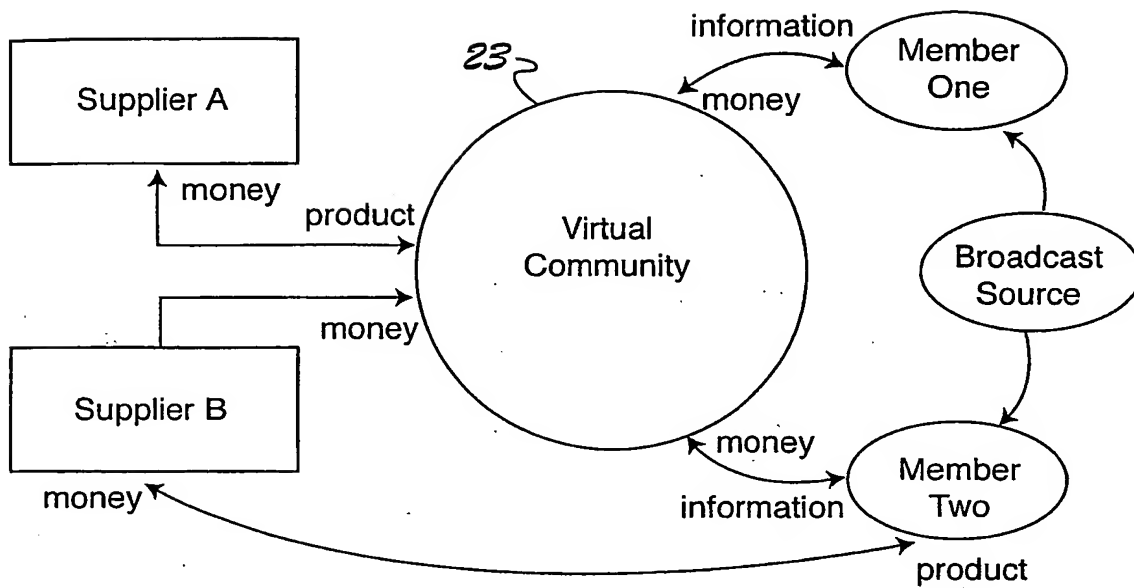
Shared Infrastructure Model

Fig-9

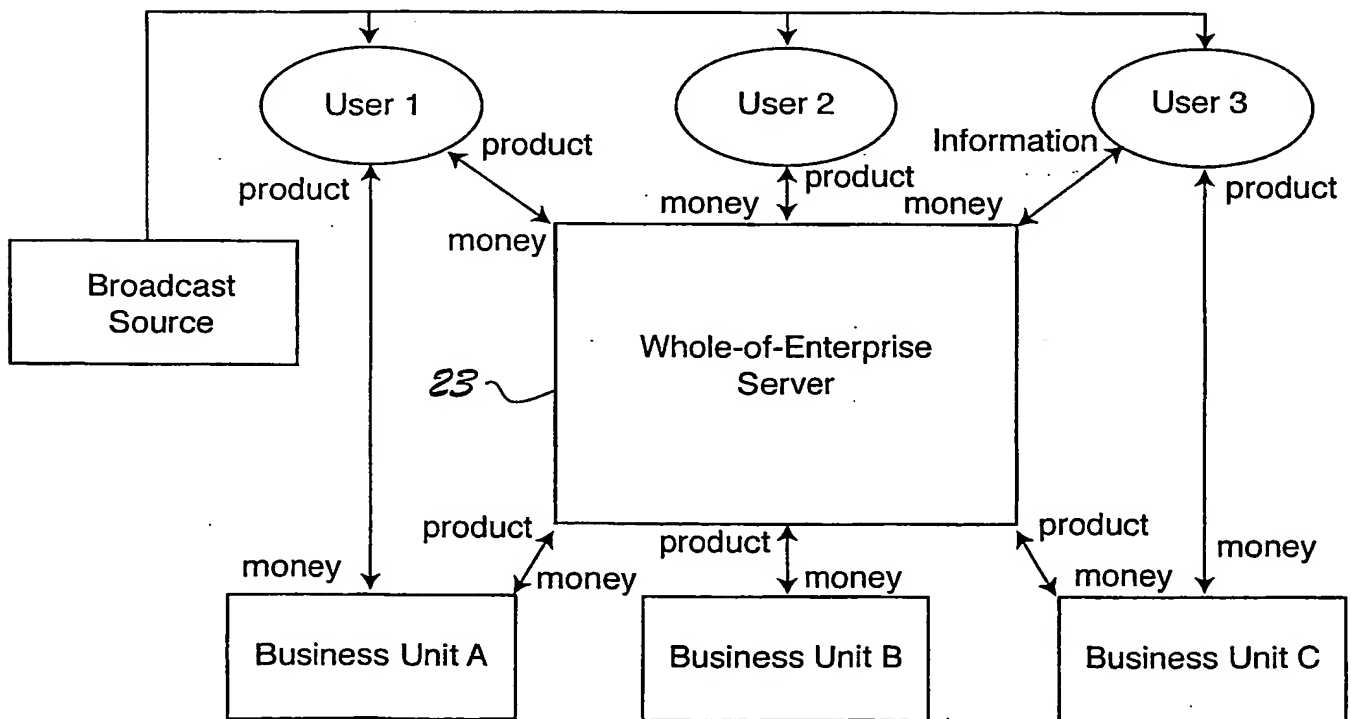
Value Net Integrator Model

Fig-10

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Virtual Community Model

Fig-11

Whole-of-Enterprise Model

Fig-12